ShipStore User Manual

The Basics

Applied **Resources**

Applied Resources Engineering

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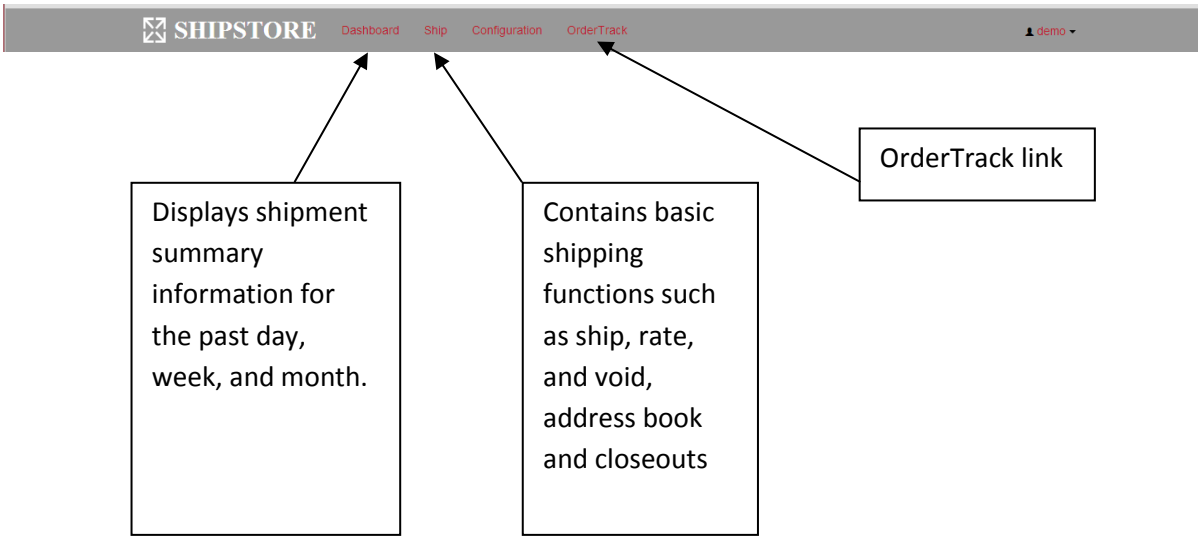
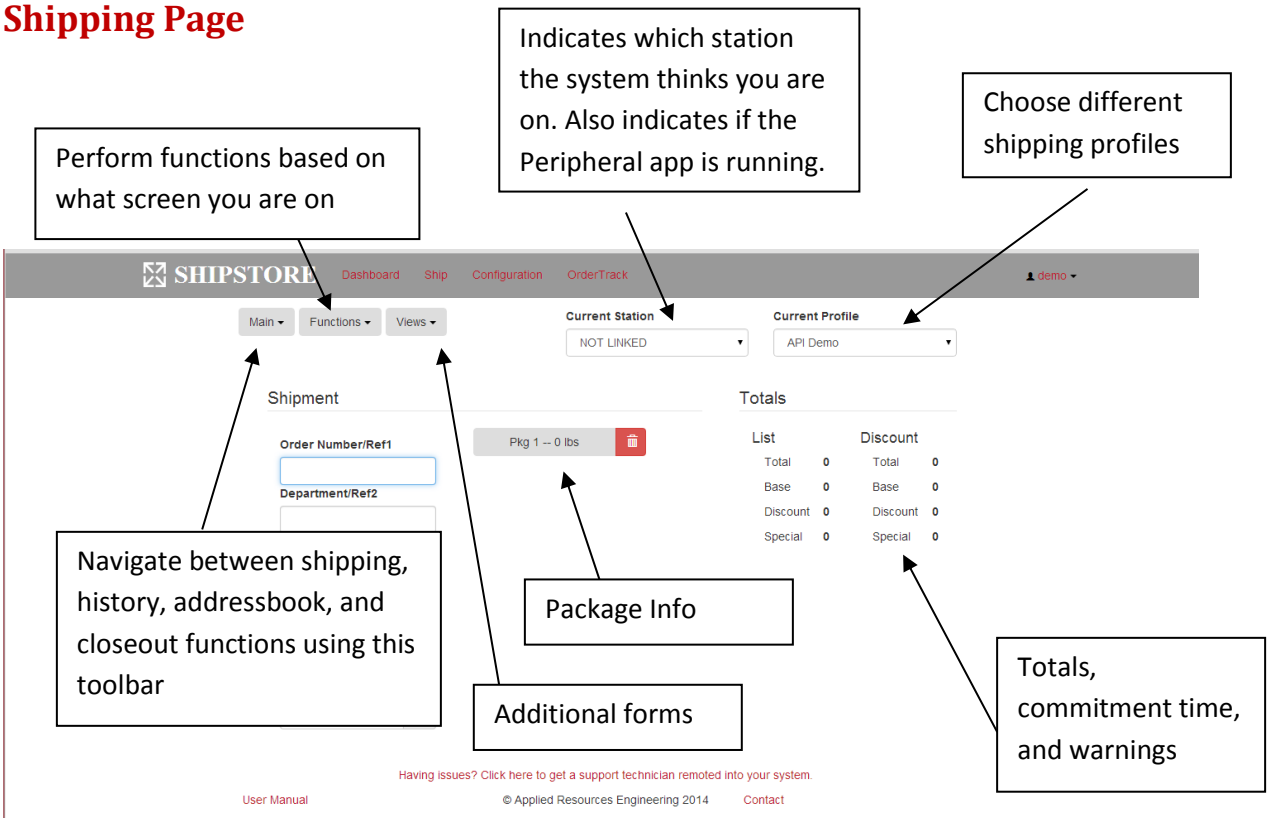
Main toolbar

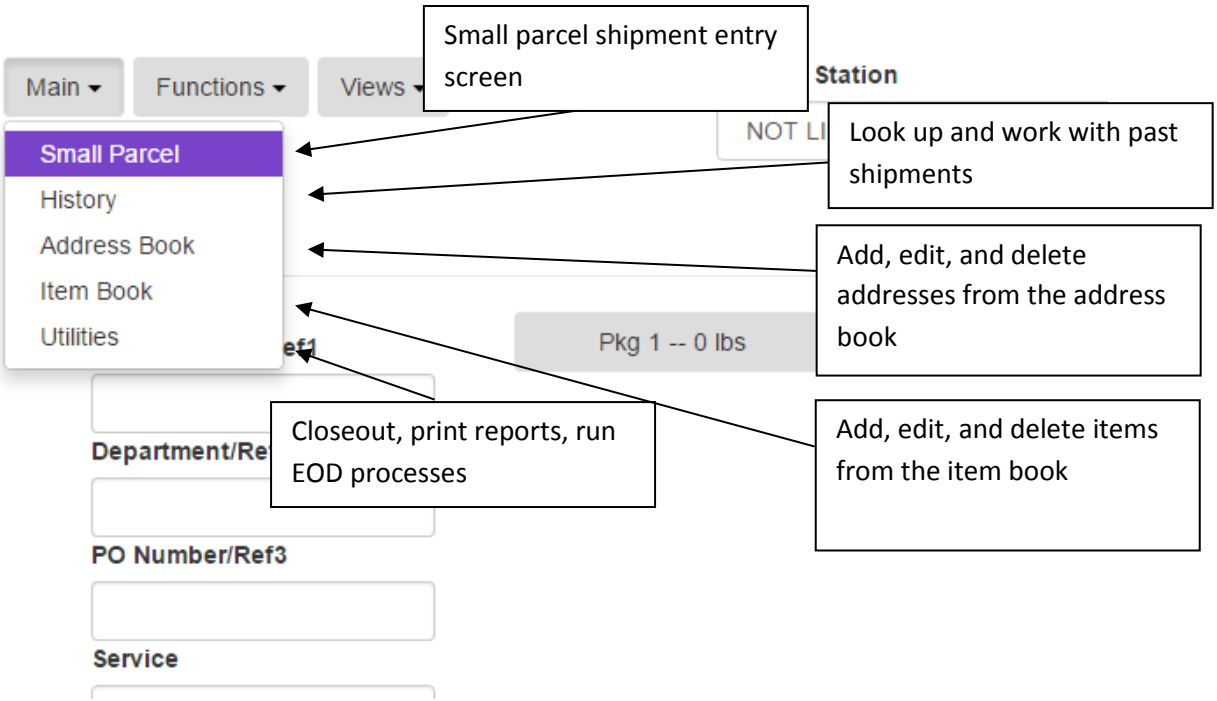


Shipping Page

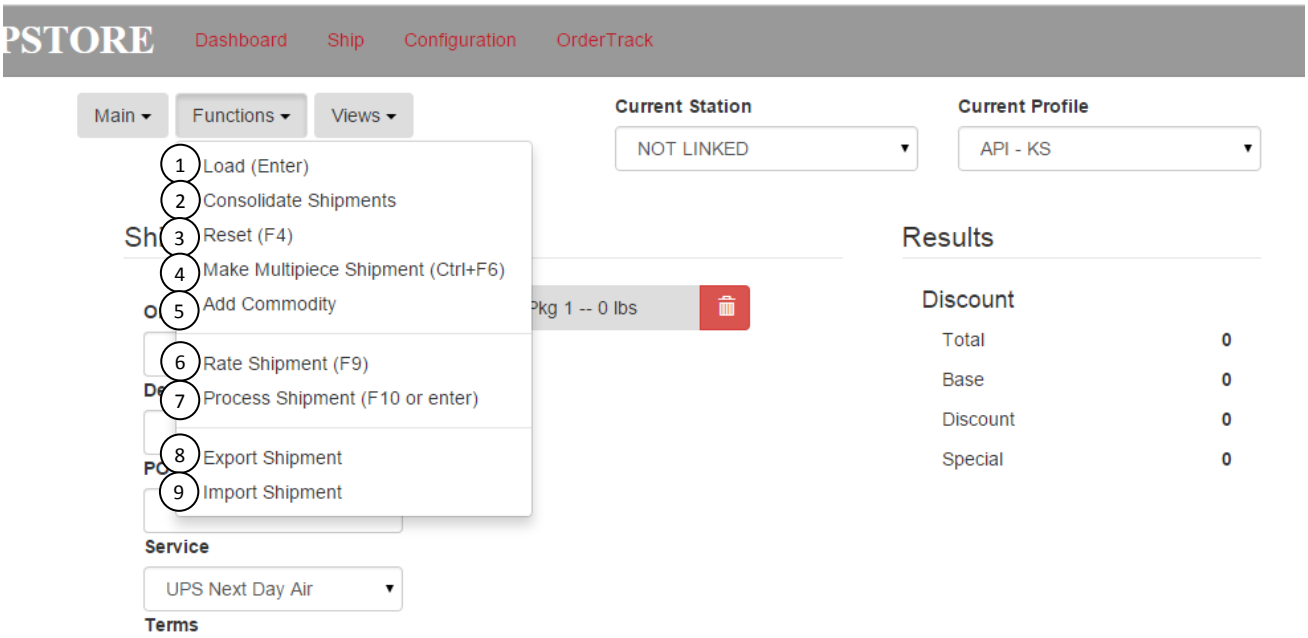


Toolbars/Buttons

Screens



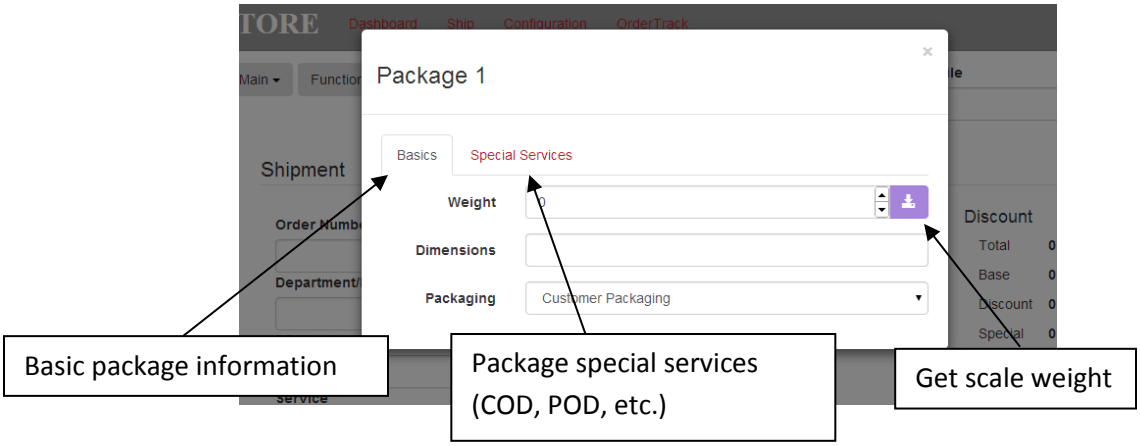
Functions



Number	Button Name	Function	Keyboard Equivalent
1	Load	Loads an order	Enter (while in Order Number field)
2	Consolidate Shipments	Allows you to consolidate several different shipments into one	
3	Reset	Clears the screen	F4
4	Make Multipiece	Makes a multiple box shipment	Ctrl+F6
5	Add Commodity	Adds line item to shipment	
6	Rate	Rates a shipment	F9
7	Ship	Ship the shipment and print the label	F10
8	Export Shipment	Exports shipment for manipulation on other station(s)	
9	Import Shipment	Imports shipment from test entered	

Package Information

To open the package information for any package, simply click the grey button for that package.



COD

To process a COD correctly in the system, You will need the following information after checking the COD box on the Package Special Services screen:

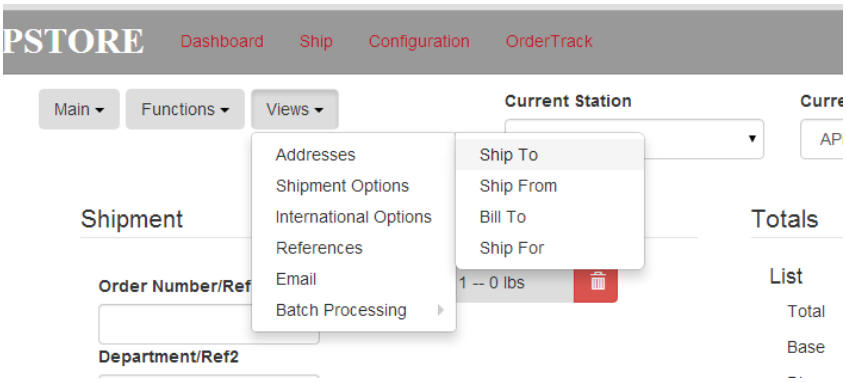
- COD Amount – the amount to be collected
- COD Payment Method – how you would like to receive the funds

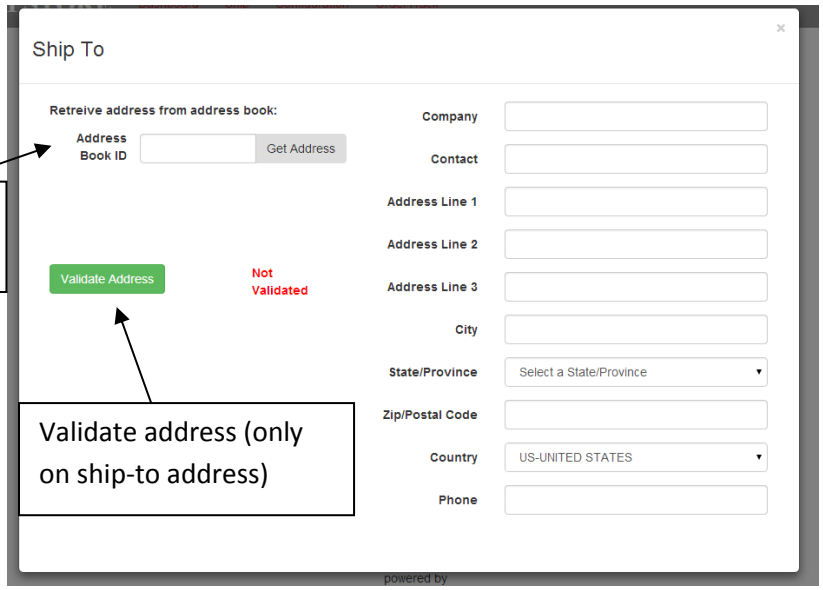
Optionally, you may also check the “Add freight to COD” box, which adds the freight charge from the carrier to the COD Amount field.

View Menu

Addresses

Each address section is contained in its own form, and are found under the View dropdown.

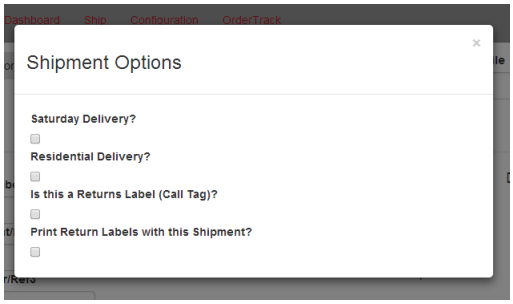




Retrieve address from address book

Validate address (only on ship-to address)

Shipment Options



This form contains shipment options such as:

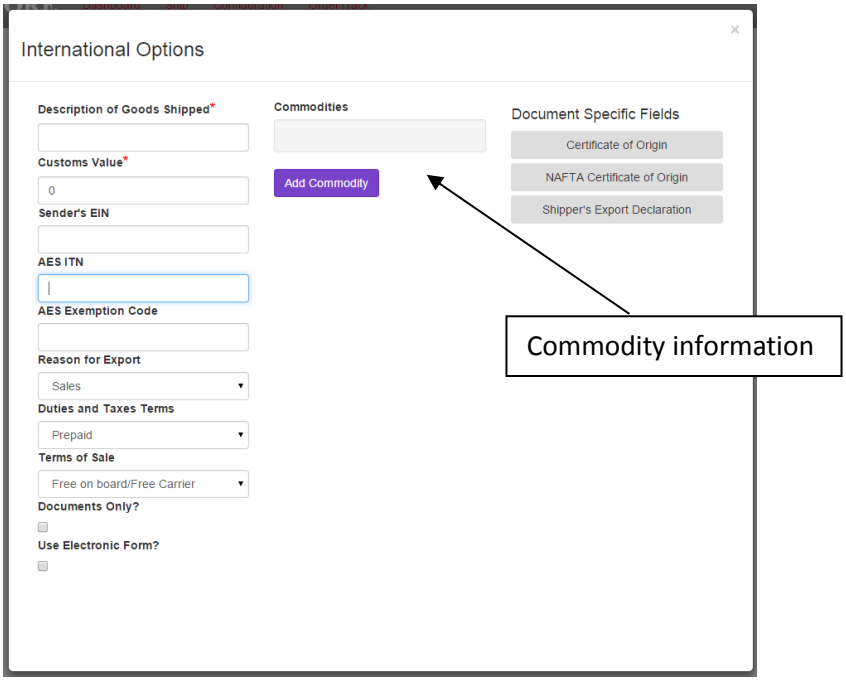
- Saturday Delivery
- Residential shipment
- Return Services

Return Services

If you would like to designate this shipment as or with return services, you have two options:

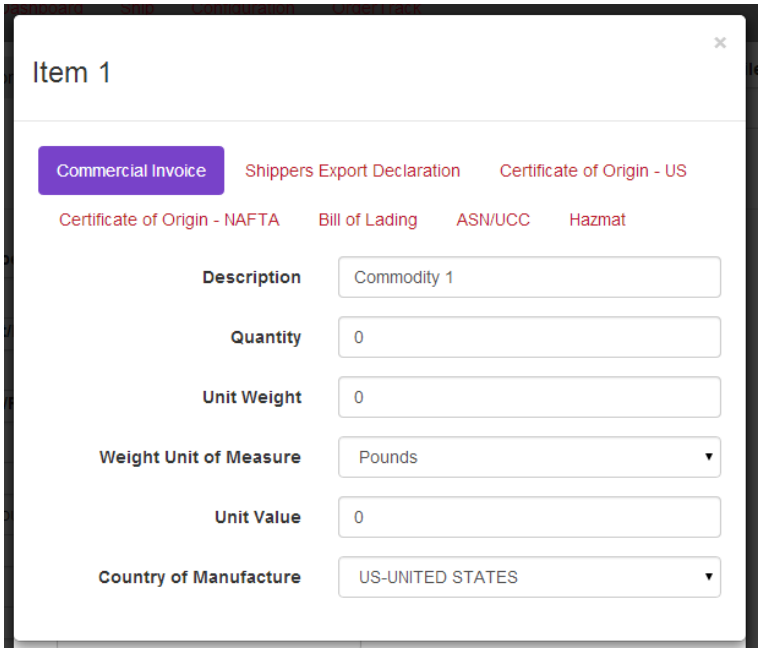
1. Return label – This is to designate that the shipment you are processing is a return shipment.
2. Print return label with shipment – This is to designate that you would like a return label with the outgoing shipment.
    a. If choosing this option, you have the ability to change the return, ship to, and bill to addresses for the return shipment by filling out the fields displayed. If you do not fill out any of the fields, ShipStore will flip the current shipment's return and ship to addresses and use the bill to information for the return shipment.

International Options



This form contains the necessary shipment level fields for shipping any item(s) internationally.

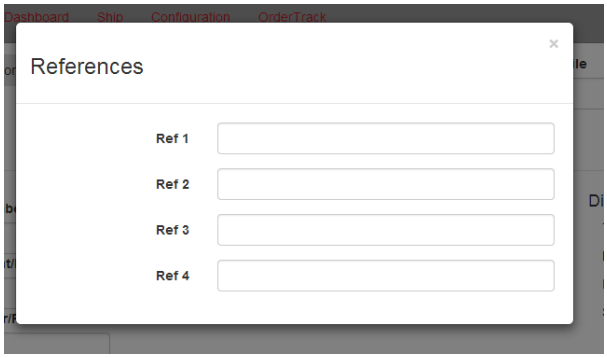
Commodity Information



This form is for entering the needed customs information to produce the desired report. Simply enter the information under the desired report's tab.

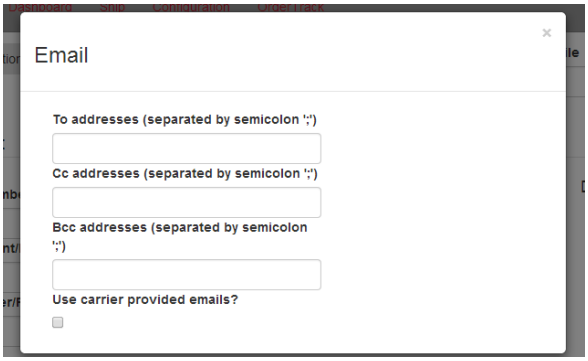
References

Designate references here. If nothing is entered here, the boxes on the main screen will display instead.

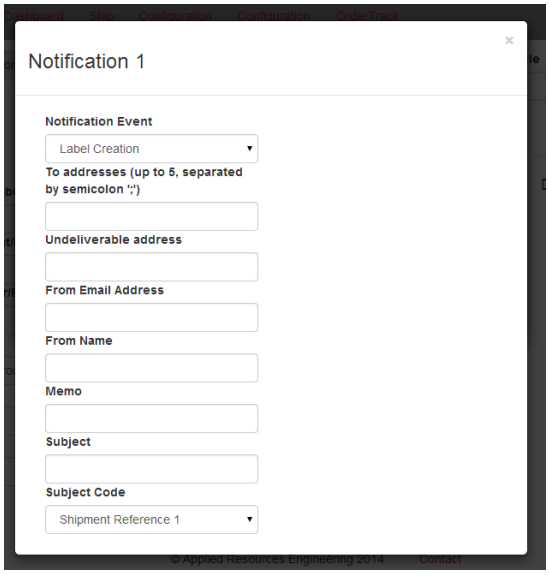


Email

Designate email notification settings here.


Email
To addresses (separated by semicolon ';')
Cc addresses (separated by semicolon ';')
Bcc addresses (separated by semicolon ';')
Use carrier provided emails?

If using carrier provided email notifications, check the box at the bottom, then add/edit the notification events displayed, similar to international commodity information.



Shipping with ShipStore

Required Information

Domestic Shipments

All fields shown below are required. These fields are:

- Order Number
- Weight – overall weight of each package
- Service – carrier to use
- Ship Date – date the shipment will be given to the carrier
- Ship To Address
    - Company – the company you are shipping to (name of recipient if residential)
    - Address 1
    - City
    - State
    - Postal Code
    - Phone
    - Country

International Shipments

For international shipments, you will need some extra information in addition to the information necessary for domestic shipments. This information is under the International Options form and includes:

- Description of Goods Shipped – what are you shipping?
- Customs Value – what is the total value of the goods being shipped?
- Reason for Export – why are you exporting?
- Commodities (at least one, with all information under Commercial Invoice filled out)
    - Quantity – how many of this item are in the shipment?
    - Description – what is the item?
    - Unit Weight – how much does the average item weigh?
    - Weight Unit of Measure - lbs
    - Unit Value – what is the average value of the items described?
    - Country of Manufacture – where was the item made?

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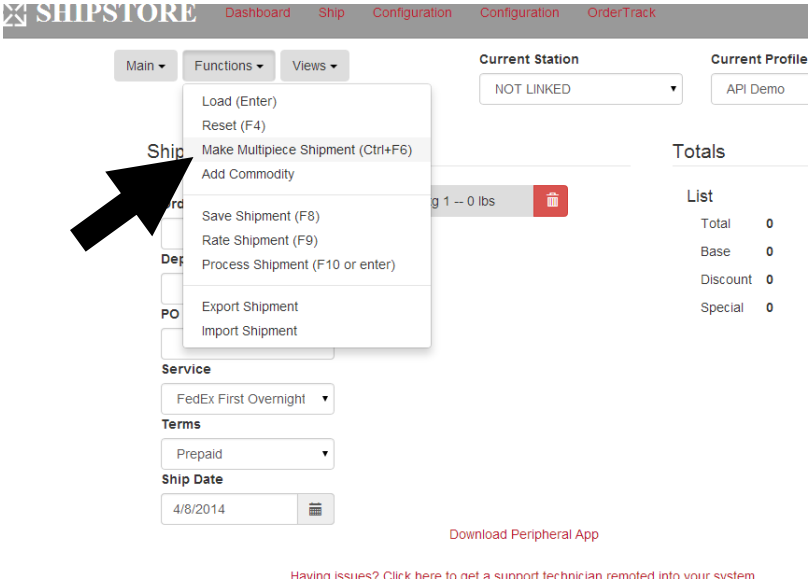
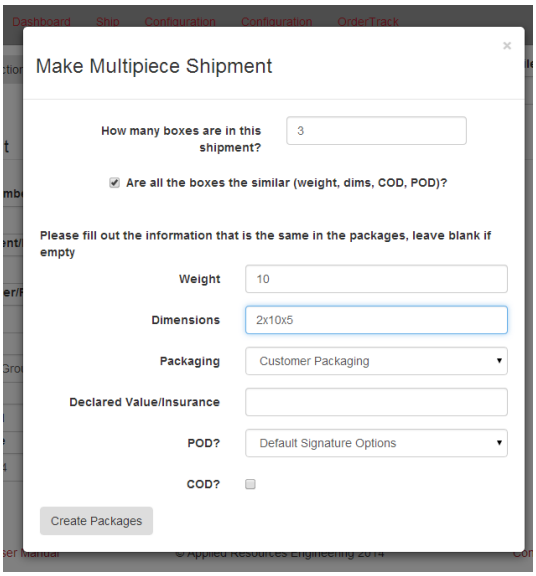
Making Multi-box Shipments

1. Simply click “Make Multipiece Shipment” button (or Ctrl+F6) to make multi box shipments.



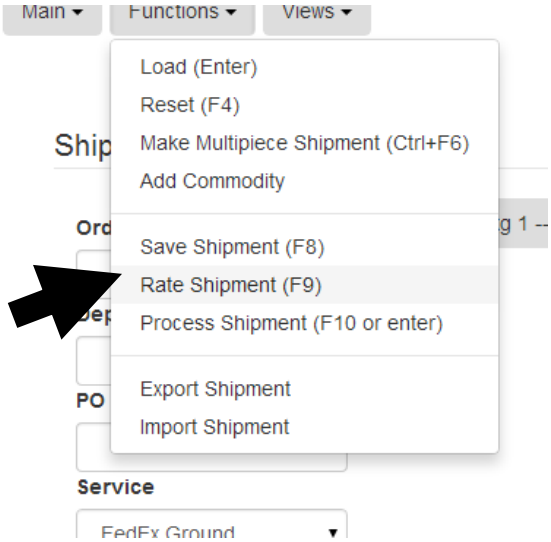
2. When the form pops up, enter how many boxes you have in the shipment, and press “Create Packages”

   a. If the boxes have any similar information, you can mark the checkbox on the form to enter that information



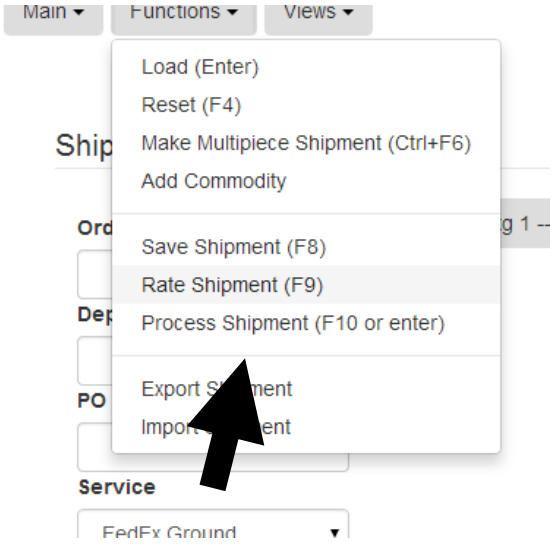
Rating

Once all information is inserted, click the “Rate” button, or hit F9



Shipping

Once all information is inserted, click the “Process Shipment” button, or hit F10 to get the labels for the shipment.

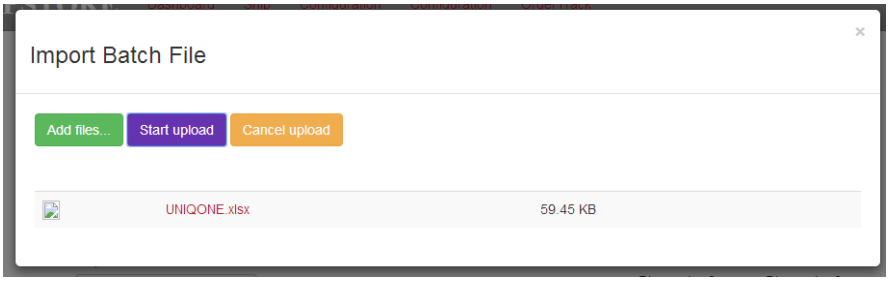


Batch Processing

Batch processing is a contract level feature within ShipStore that allows you to process dozens of shipments that may have the same ship from, bill to, or package information to different locations based on an Excel sheet or something similar. If you are interested in the feature, please contact us to discuss further.

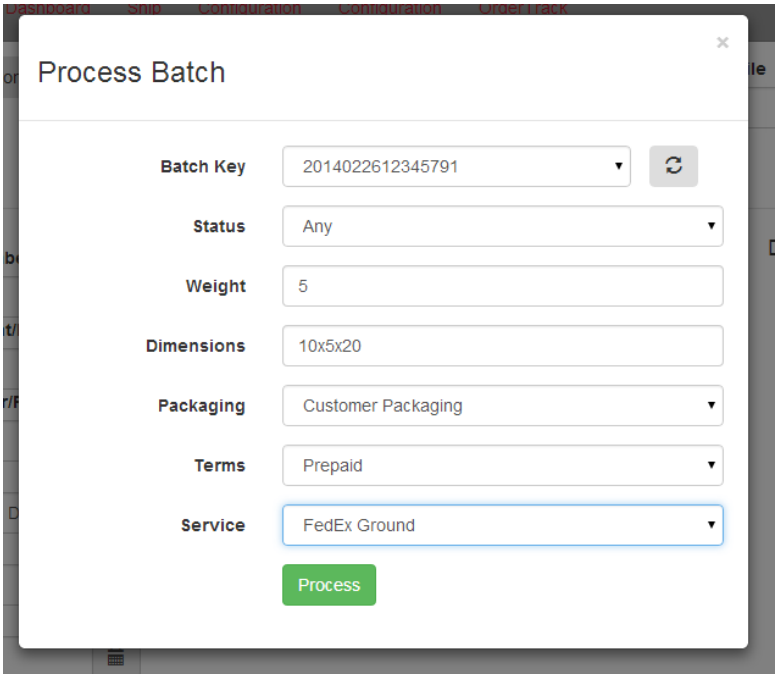
Importing Files

1. Click “Import File” under Views -> Batch Processing
2. Click “Add files…” to choose your file(s)
3. Click “Start upload”
4. Once the upload is done, the uploaded file(s) will look similar to this:



Processing Imported Shipments

1. Click “Process” under Views -> Batch Processing
2. Choose your batch (most recent is at top of list), and any other criteria needed
3. Click Process, and wait for labels to begin printing to the station designated on the main screen

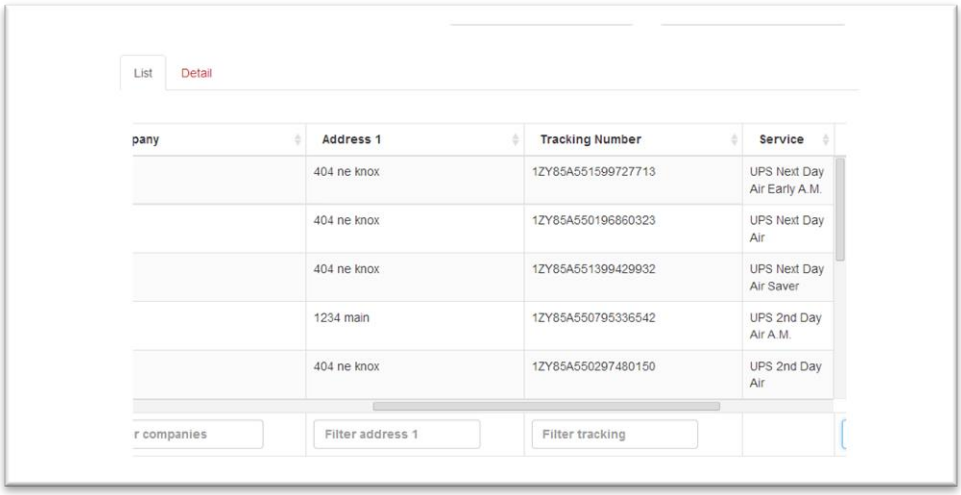


Checking Status

1. Click “Check Status” under Views -> Batch Processing
2. Choose your batch (most recent is at top of list), and any other criteria needed
3. Click “Check Status”
4. Results will display on the screen and allow you to retry the shipments through with a simple click

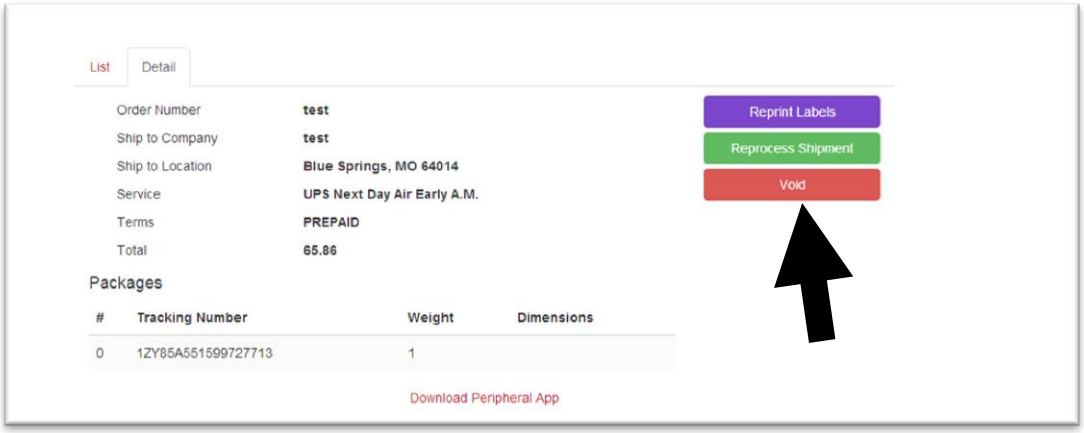
History Screen

Here, you can search for any shipments already processed and void them, reprint the labels, or reprocess the shipments. After entering any needed search criteria, simply click the record you want to bring it into view.



Voiding

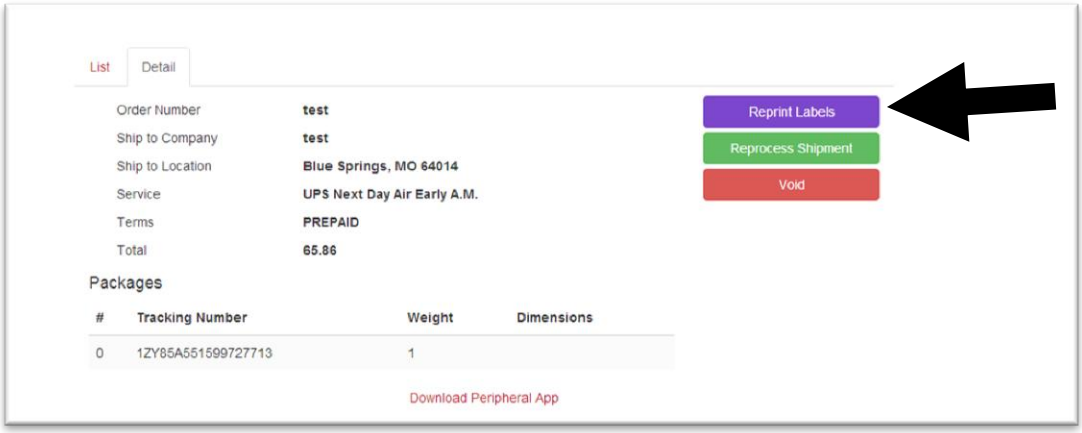
Select the shipment you wish to void from the history table, and click void.



Shipment should not appear in table anymore on refresh.

Reprint Labels

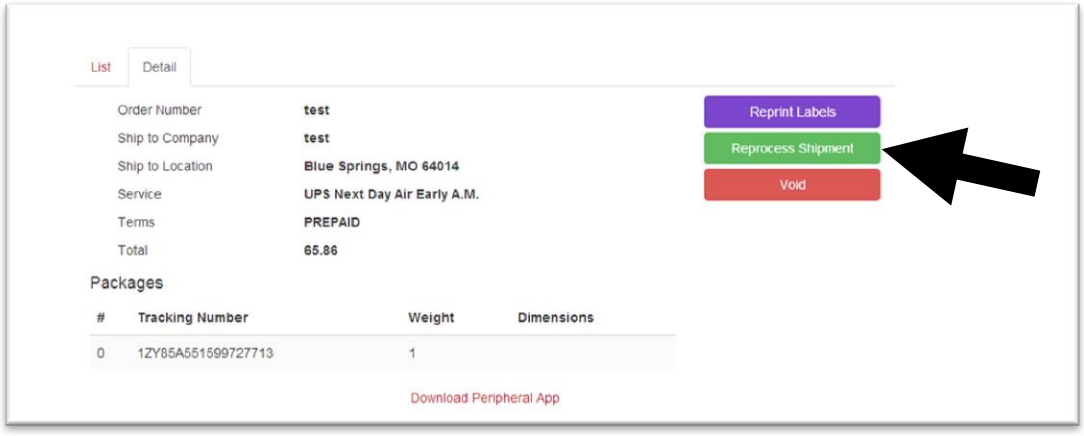
Select the shipment you wish to void from the history table, and click Reprint Labels



Labels should print out on printer designated using the Merchant app. **NOTE: This will not work if label printer used at the current station uses a different language than the printer used when initially generating labels.**

Reprocessing Shipments

Select the shipment you wish to void from the history table, and click “Reprocess Shipment”.

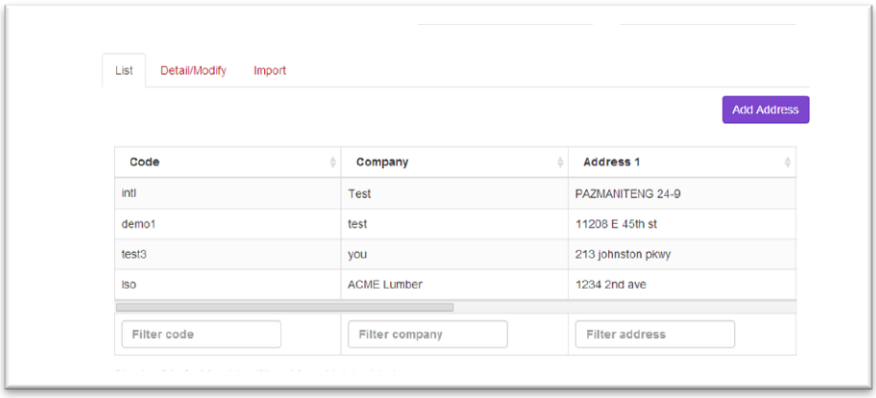


Reposting Data

If your system is integrated to another system, you can repost the shipping to that system via the History screen. After selecting the desired shipment, simply click the “Repost Data to Host” button.

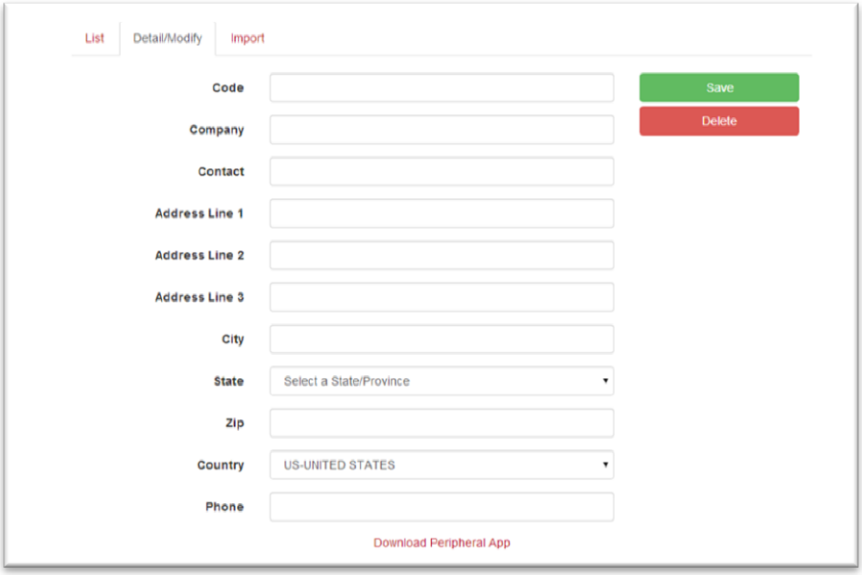
Address Book Screen

This screen allows you to manage any and all address book entries you have available in your system.



Add an Address

To add an address, click on the "Add Address" button and fill out the appropriate information.



Modify an Address

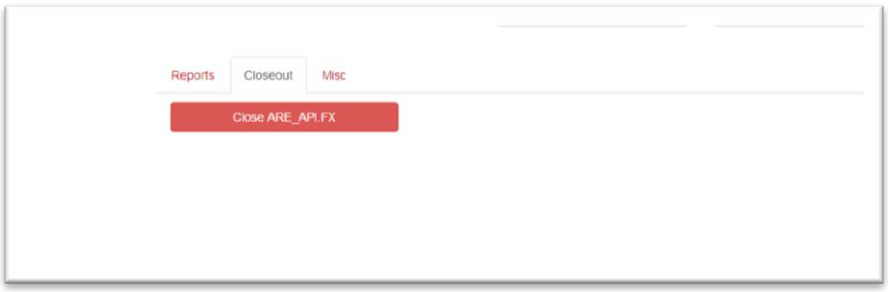
To modify an address, simply click on the address you desire, make your changes, then press save.

Import Address Book

Similar to how the batch processing import works, to import an address book file, you need to have a contracted agreement with ARE to ensure your file can be parsed out correctly into the system.

Utilities Screen

This screen allows you to (re)print reports and run closeouts.



Closeout

Under the Closeout tab, simply press the close button next to the carrier you are trying to closeout.
NOTE: only some carriers have the ability to closeout; those carriers that do not will not be displayed.

Reports

Under the Reports tab, press the Print button next to the report you would like to generate. When pressing the button, you might need to enter some criteria for the report to generate correctly. Report should open in a new tab in your browser.

Additional Functions

Depending on how your account is set up in the system, you may have access to additional functions on this screen, such as EOD Emails, data pushes, etc. These functions will be under the “Misc” tab. To perform these individually, simply click the button for each of these, or hit the “Run EOD” button to perform all designated EOD procedures.

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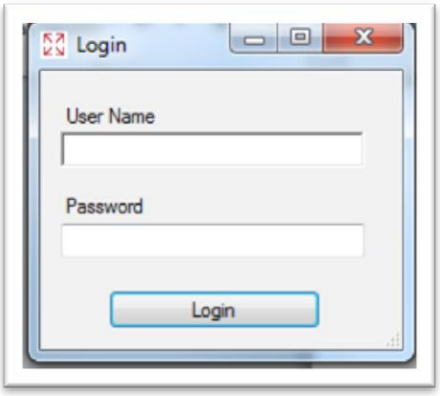
ShipStore Merchant Application

At the bottom of each page is a link to download the Merchant application that handles interaction with scales and printers. This app is needed when loading/saving data to any external system, an recommended for faster paced shippers.

To run/install this application, click the download link at the bottom of the page, then download on the next page. When the process runs, you may have to restart your computer, so make sure to save anything you need to before running the process.

After running through the process, a login form will open on your computer, similar to this:



Enter the same credentials you use for the ShipStore website into the form and press Login. If your login works correctly, the app should tell you your station name and minimize to the taskbar with this icon:

NOTE: You will need to have your station set up in the ShipStore application prior to being able to login to the Merchant application. If you have not yet set up the station or are getting an error when logging in, call 816-781-5100 or email support@appliedresources.com for assistance.

Common Errors

ShipStore Website

"Service not allowed"

This error is basically a generic statement that something you entered invalidated the service from being able to be used (most likely the ship to address).

"Object Reference not set to an instance of an object"

This error means that something that is required was left blank. Please double check all your required shipping fields to ensure none of them have been left blank.

Merchant App

"Could not log in, please try again"

This error can mean one of two things: either you are entering the wrong login credentials, or there is something misconfigured with your station. If you are positive you are entering the correct credentials, notify support of the issue.

Labels printing out of wrong PC

Typically, this only happens if the station selected at the top of the shipping page is not set to your current computer. If you believe you had the correct station selected, notify support of the issue.